

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Aarondale Retirement and Assisted Living, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
09/19/2014	I.64	Activities - choice and appropriateness	Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
11/15/2013	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved

Arden Courts of Annandale, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/18/2013	B.9	Access by or to Ombudsman/visitors	Verified	Resolved
	K.83	Odors	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Arden Courts, ManorCare Health Services, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
11/26/2013	D.26 Dignity, respect - staff attitudes	Verified	Resolved
	F.40 Accidental or injury of unknown origin; falls; improper handling	Verified	Resolved
	F.45 Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	M.97 Shortage of staff	Verified	Resolved

Arleigh Burke Pavilion, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
10/22/2013	J.71 Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
	J.73 Temperature	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Belvoir Woods Health Care Center at the Fairfax, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
10/18/2013	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Burke HealthCare Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/11/2014	B.12	Information regarding medical condition, treatment and any changes	Not Verified	Resolved
	F.41	Call lights, response to requests for assistance	Verified	Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Resolved
01/22/2014	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	D.32	Privacy in treatment, confidentiality	Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Resolved
11/13/2013	F.40	Accidental or injury of unknown origin; falls; improper handling	Not Verified	Partially Resolved
	F.44	Medications - administration, organization	Verified	Partially Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Partially Resolved
10/21/2013	A.5	Gross neglect	Not Verified	Resolved
	G.54	Bowel and bladder training	Verified	Resolved
10/18/2013	D.33	Response to complaints	Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	F.49	Toileting, incontinent care	Not Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Not Verified	Resolved
	K.81	Infection control	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Cameron Glen Health and Rehab Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/13/2014	F.50	Tubes - neglect of catheter, gastric, NG tube (use D.28 for inappropriate/forced use	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Cherrydale Health and Rehabilitation Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/07/2014	K.78S	Cleanliness, pests, general housekeeping	Not Verified	Resolved
	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved
	K.83S	Odors	Not Verified	Resolved
01/09/2014	K.77	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Verified	Resolved
04/03/2014	B.8	Access to own records	Verified	Partially Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Partially Resolved
	C.22	Room assignment/room change/intrafacility transfer	Not Verified	Partially Resolved
	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Partially Resolved
	F.43	Contracture	Not Verified	Not Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Resolved
	J.74	Therapeutic diet	Verified	Resolved
11/21/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

12/03/2013	F.45S	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	I.64S	Activities - choice and appropriateness	Verified	Resolved
10/07/2013	C.16	Admission contract and/or procedure	Not Verified	Resolved
01/31/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Partially Resolved

Commonwealth Health and Rehab Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/13/2014	K.77	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Verified	Resolved
01/31/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
12/13/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
11/13/2013	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Verified	Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Culpepper Garden III, Inc., Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/01/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	D.34	Reprisal, retaliation	Not Verified	Referred - No

Emeritus at Arlington, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
09/24/2013	D.33	Response to complaints	Not Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Envoy Health Care of Alexandria, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/15/2014	M.97	Shortage of staff	Verified	Resolved
07/15/2014	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
07/29/2014	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
07/21/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
11/26/2013	C.22	Room assignment/room change/intrafacility transfer	Verified	Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Verified	Partially Resolved
	F.40	Accidental or injury of unknown origin; falls; improper handling	Verified	Not Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Fairfax Nursing Center, Inc., Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/22/2014	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Resolved
	F.44	Medications - administration, organization	Not Verified	Resolved
	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved
05/02/2014	D.32	Privacy in treatment, confidentiality	Verified	Resolved
	K.77	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Verified	Resolved
10/08/2013	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	F.44	Medications - administration, organization	Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Golden Living Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/21/2014	D.26	Dignity, respect - staff attitudes	Verified	Partially Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
05/29/2014	B.9	Access by or to Ombudsman/visitors	Not Verified	Resolved
	J.70	Fluid availability/hydration	Not Verified	Resolved
	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Resolved
02/04/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
03/27/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
01/23/2014	F.49	Toileting, incontinent care	Not Verified	Resolved
	G.53	Assistive devices or equipment	Verified	Partially Resolved
	G.57	Range of motion/ambulation/exercise	Verified	Resolved
	I.64	Activities - choice and appropriateness	Not Verified	Partially Resolved
11/07/2013	A.3	Abuse, verbal/mental (including involuntary seclusion)	Not Verified	Not Resolved
	D.26	Dignity, respect - staff attitudes	Not Verified	Not Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

11/07/2013	D.33	Response to complaints	Not Verified	Not Resolved
	F.41	Call lights, response to requests for assistance	Not Verified	Not Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Not Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Not Resolved
	K.78	Cleanliness, pests, general housekeeping	Not Verified	Not Resolved
	M.100	Staff unresponsive, unavailable	Not Verified	Not Resolved

Great Falls ALF, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>	
10/04/2013	D.26	Dignity, respect - staff attitudes	Verified	Resolved
	D.32	Privacy in treatment, confidentiality	Verified	Resolved
	M.96	Communication, language barrier	Verified	Partially Resolved
	M.98	Staff training, lack of screening	Verified	Resolved

Greenspring Village, Inc., Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>	
08/13/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Heritage Hall Nursing and Rehabilitation Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
07/17/2014	F.41	Call lights, response to requests for assistance	Verified	Resolved
01/08/2014	F.41	Call lights, response to requests for assistance	Verified	Resolved
	K.80	Furnishings, storage for residents	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Hermitage in Northern Virginia, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/19/2014	J.71S	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Resolved
	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Not Verified	Resolved
11/21/2013	E.36	Billing charges - notice, approval, questionable, accounting wrong or denied	Not Verified	Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Verified	Resolved
	M.100	Staff unresponsive, unavailable	Verified	Resolved
10/22/2013	K.77S	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Verified	Partially Resolved
	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Iliff Nursing and Rehabilitation Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/30/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved

Jefferson, The, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/18/2014	D.26	Dignity, respect - staff attitudes	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Jefferson, The, Nursing Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
08/25/2014	C.19 Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
	F.41 Call lights, response to requests for assistance	Not Verified	Resolved
	F.44 Medications - administration, organization	Not Verified	Resolved
	F.49 Toileting, incontinent care	Not Verified	Not Resolved
	M.97 Shortage of staff	Not Verified	Partially Resolved

Johnson Center at Falcon's Landing, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
01/06/2014	M.97 Shortage of staff	Not Verified	Withdrawn

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Leewood Assisted Living, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
02/11/2014	B.9	Access by or to Ombudsman/visitors	Verified	Resolved
09/13/2013	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Verified	Resolved
	G.53	Assistive devices or equipment	Verified	Resolved
09/06/2013	B.13	Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Leewood Healthcare Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
09/09/2014	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Resolved
	E.37	Personal funds - mismanaged, access/information denied, deposits and other money not returned	Verified	Resolved
09/09/2014	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Not Verified	Resolved
06/05/2014	A.5	Gross neglect	Not Verified	Resolved
	B.12	Information regarding medical condition, treatment and any changes	Verified	Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Verified	Resolved
	L.90	Inappropriate or illegal policies, practices, record-keeping	Verified	Resolved
05/23/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved
	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved
02/19/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Resolved
	D.26	Dignity, respect - staff attitudes	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

02/19/2014	F.49	Toileting, incontinent care	Verified	Partially Resolved
	K.78	Cleanliness, pests, general housekeeping	Verified	Resolved
	P.122	Legal - guardianship, conservatorship, power of attorney, wills	Not Verified	Resolved
01/31/2014	D.33	Response to complaints	Verified	Not Resolved
	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Not Resolved
09/06/2013	F.49	Toileting, incontinent care	Verified	Resolved
	K.79	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Resolved

Lincolnia Senior Residences, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
04/10/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

ManorCare Health Services - Arlington, Nursing Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
05/19/2014	D.26S Dignity, respect - staff attitudes	Verified	Resolved
02/21/2014	B.13 Information regarding rights, benefits, services, the resident's right to complain	Verified	Partially Resolved
	B.8 Access to own records	Verified	Not Resolved
	C.16 Admission contract and/or procedure	Verified	Partially Resolved
	J.71 Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Partially Resolved
	K.78 Cleanliness, pests, general housekeeping	Not Verified	Not Resolved
	K.79 Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Verified	Partially Resolved
	M.98 Staff training, lack of screening	Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

ManorCare Health Services - Fair Oaks, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/07/2014	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Not Resolved
	G.53	Assistive devices or equipment	Not Verified	Resolved
	I.65	Community interaction, transportation	Not Verified	Not Resolved
04/03/2014	B.12	Information regarding medical condition, treatment and any changes	Verified	Resolved
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Not Resolved
03/05/2014	J.74	Therapeutic diet	Not Verified	Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Resolved
11/12/2013	F.41	Call lights, response to requests for assistance	Verified	Resolved
	I.64	Activities - choice and appropriateness	Verified	Partially Resolved
	I.66	Resident conflict, including roommates	Verified	Resolved
	J.73	Temperature	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Mary Marshall, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/09/2014	D.26	Dignity, respect - staff attitudes	Not Verified	Resolved
	K.77	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Not Verified	Resolved

Monroe House at Community Village, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
01/16/2014	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Mount Vernon Nursing Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
11/26/2013	B.10	Access to facility survey/staffing reports/license	Verified	Resolved
10/24/2013	C.22	Room assignment/room change/intrafacility transfer	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Paul Spring Retirement Community, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
06/17/2014	C.19	Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Not Verified	Referred - No
	D.26	Dignity, respect - staff attitudes	Verified	Partially Resolved
	D.27	Exercise preference/choice and/or civil/religious rights, individual's right to smoke	Verified	Not Resolved
	D.30	Participate in care planning by resident and/or designated surrogate	Verified	Not Resolved
	F.44	Medications - administration, organization	Verified	Not Resolved
	G.58	Therapies, physical, occupational, speech	Not Verified	Not Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Potomac Center, Genesis ElderCare Network, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
05/07/2014	B.12	Information regarding medical condition, treatment and any changes	Verified	Resolved
	D.28	Exercise right to refuse care/treatment	Not Verified	Resolved
	D.30	Participate in care planning by resident and/or designated surrogate	Not Verified	Not Resolved
	G.56	Mental health, psychosocial services	Not Verified	Not Resolved
	I.67	Social services - availability/appropriateness	Not Verified	Partially Resolved
	J.75	Weight loss due to inadequate nutrition	Verified	Resolved

Potomac Falls Health & Rehab Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
08/25/2014	K.79S	Equipment/building-disrepair, hazard, poor lighting, fire safety, no handicapped access, not secure	Not Verified	Resolved
08/11/2014	B.10S	Access to facility survey/staffing reports/license	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Powhatan Nursing Home, Inc., Nursing Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>	
10/03/2013	F.40	Accidental or injury of unknown origin; falls; improper handling	Not Verified	Resolved
	F.41	Call lights, response to requests for assistance	Not Verified	Resolved
	G.58	Therapies, physical, occupational, speech	Verified	Resolved
	J.74	Therapeutic diet	Not Verified	Partially Resolved
	P.123	Medicare	Verified	Partially Resolved
	Q.132	Services from outside provider	Verified	Resolved

Sunrise - INOVA ALC at George Mason, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>	
04/03/2014	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Resolved
04/07/2014	J.71	Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Sunrise Assisted Living of Arlington, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
06/11/2014	K.77S Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Not Verified	Resolved

Sunrise at Bluemont Park, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
06/27/2014	F.41 Call lights, response to requests for assistance	Not Verified	Partially Resolved

Sunrise at Mount Vernon, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
10/04/2013	D.31 Privacy - telephone, visitors, couples, mail	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Sunrise at Reston Town Center, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
03/21/2014	A.3	Abuse, verbal/mental (including involuntary seclusion)	Not Verified	Withdrawn
	F.42	Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Not Verified	Withdrawn

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Sunrise of Springfield, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
12/20/2013	A.3 Abuse, verbal/mental (including involuntary seclusion)	Verified	Not Resolved
	B.13 Information regarding rights, benefits, services, the resident's right to complain	Verified	Resolved
	C.19 Discharge/eviction - planning, notice, procedure, implementation, including abandonment	Verified	Partially Resolved
	D.24 Choose personal physician, pharmacy/hospice/other health care provider	Verified	Resolved
	D.26 Dignity, respect - staff attitudes	Verified	Not Resolved
	F.42 Care plan/resident assessment-inadequate, failure to follow plan or physician orders	Verified	Not Resolved
	F.44 Medications - administration, organization	Verified	Not Resolved
	G.56 Mental health, psychosocial services	Verified	Partially Resolved
	J.71 Food service - quantity, quality, variation, choice, condiments, utensils, menu	Verified	Not Resolved
	K.85 Supplies and linens	Not Verified	Not Resolved
	L.90 Inappropriate or illegal policies, practices, record-keeping	Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Vienna Manor Assisted Living, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
01/24/2014	J.71 Food service - quantity, quality, variation, choice, condiments, utensils, menu	Not Verified	Resolved

Vinson Hall, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
04/10/2014	K.86 Americans with Disabilities Act (ADA) accessibility	Verified	Partially Resolved

Virginian, The, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
03/18/2014	L.89 Grievance procedure	Not Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Washington House, The, Assisted Living Facility

<u>Date Closed</u>	<u>Category</u>	<u>Verification</u>	<u>Disposition</u>
05/08/2014	D.32 Privacy in treatment, confidentiality	Verified	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

Woodbine Rehabilitation and Healthcare Center, Nursing Facility

<u>Date Closed</u>	<u>Category</u>		<u>Verification</u>	<u>Disposition</u>
09/19/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Referred - No
08/25/2014	F.48	Symptoms unattended, including pain, pain not managed, no notice to others of change in condition	Not Verified	Not Resolved
	J.75	Weight loss due to inadequate nutrition	Not Verified	Not Resolved
08/20/2014	F.45	Personal hygiene (includes nail care & oral hygiene) & adequacy of dressing & grooming	Not Verified	Resolved
	F.50	Tubes - neglect of catheter, gastric, NG tube (use D.28 for inappropriate/forced use	Not Verified	Resolved
06/11/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved
06/12/2014	A.1	Abuse, physical (including corporal punishment)	Not Verified	Resolved
04/14/2014	F.41	Call lights, response to requests for assistance	Verified	Resolved
05/22/2014	D.25	Confinement in facility against will (illegally)	Not Verified	Resolved
	D.27	Exercise preference/choice and/or civil/religious rights, individual's right to smoke	Not Verified	Partially Resolved
	E.38	Personal property lost, stolen, used by others, destroyed, withheld from resident	Not Verified	Not Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

Closed Between 09/01/2013 And 09/30/2014

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

S = Systemic (facility-wide issues)

05/22/2014	K.77	Air/environment: temperature and quality (heating, cooling, ventilation, water), noise	Not Verified	Not Resolved
02/05/2014	A.5	Gross neglect	Not Verified	Resolved
	C.17	Appeal process - absent, not followed	Verified	Resolved
	F.46	Physician services, including podiatrist	Not Verified	Resolved
	F.47	Pressure sores, not turned	Verified	Resolved